











TRAINING PROGRAMS OCTOBER 2006

Note: In Celebration of National Customer Service Week, a Customer Service class is being offered on October 2nd. Contact your Agency Training Contact Person (ATCP) to register.

Date	Time	Class	Cost
2	9:00 – 3:00	Customer Service	Free
3	9:00 - 3:00	CERT: Managing People** 	*See fee below
4	9:00 - 3:00	CERT: Selection & Interviewing** 	*See fee below
5	9:00 –12:00	Record Keeping Guidelines for Occupational Illnesses & Injuries (OSHA) 	Free
10	9:00 - 4:00	CERT: Personnel Rules** 	*See fee below
11	9:00 - 12:00	CERT: Progressive Discipline** 	*See fee below
12	9:00 – 3:30	Performance Management (not part of CERT program) 	Free
17	10:00 – 12:00	Ethics for Executives	Free
17	9:00 - 3:30	CERT: Performance Management** 	*See fee below
18	9:00 - 1:00	CERT: Family Medical Leave** 	*See fee below
24	9:00 - 4:00	CERT: Workplace Harassment** 	*See fee below
25	9:00 - 12:00	CERT: Administrative Investigations** 	*See fee below
26	10:00 – 11:30	PERF: Your Retirement Program	Free
26	1:00 - 3:30	Hoosier S.T.A.R.T. "Plan Overview and Enrollment"	Free

NOTES: All classes will be held in the State Conference Center except where noted.



Human Resource Certification Institute (HRCI) Recertification Credits for PHR/SHPR/GPHR assigned to qualifying courses, programs, and special events. For more information you may access to following website:
<http://www.hrci.org/>

***The Comprehensive Employee Relations Training (CERT) program has a fee of \$25.00 for each participant. The fee covers the 8 training sessions inclusive in the CERT program. CERT participants must commit to attend all 8 training sessions.**



****These classes are only offered to SUPERVISORS/MANAGERS AND/OR HUMAN RESOURCES PERSONNEL. Classes that require a fee are noted. Obtain your supervisor's approval to attend. For more information or to register you will need to contact your agency training contact person (ATCP).**